

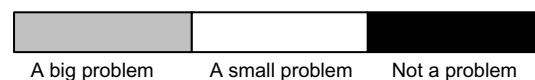
Healthy Options Children with Chronic Conditions CAHPS® Questions Composite

Getting Needed Care

This chart summarizes the responses to survey questions 7, 13, 28, 29, and 30 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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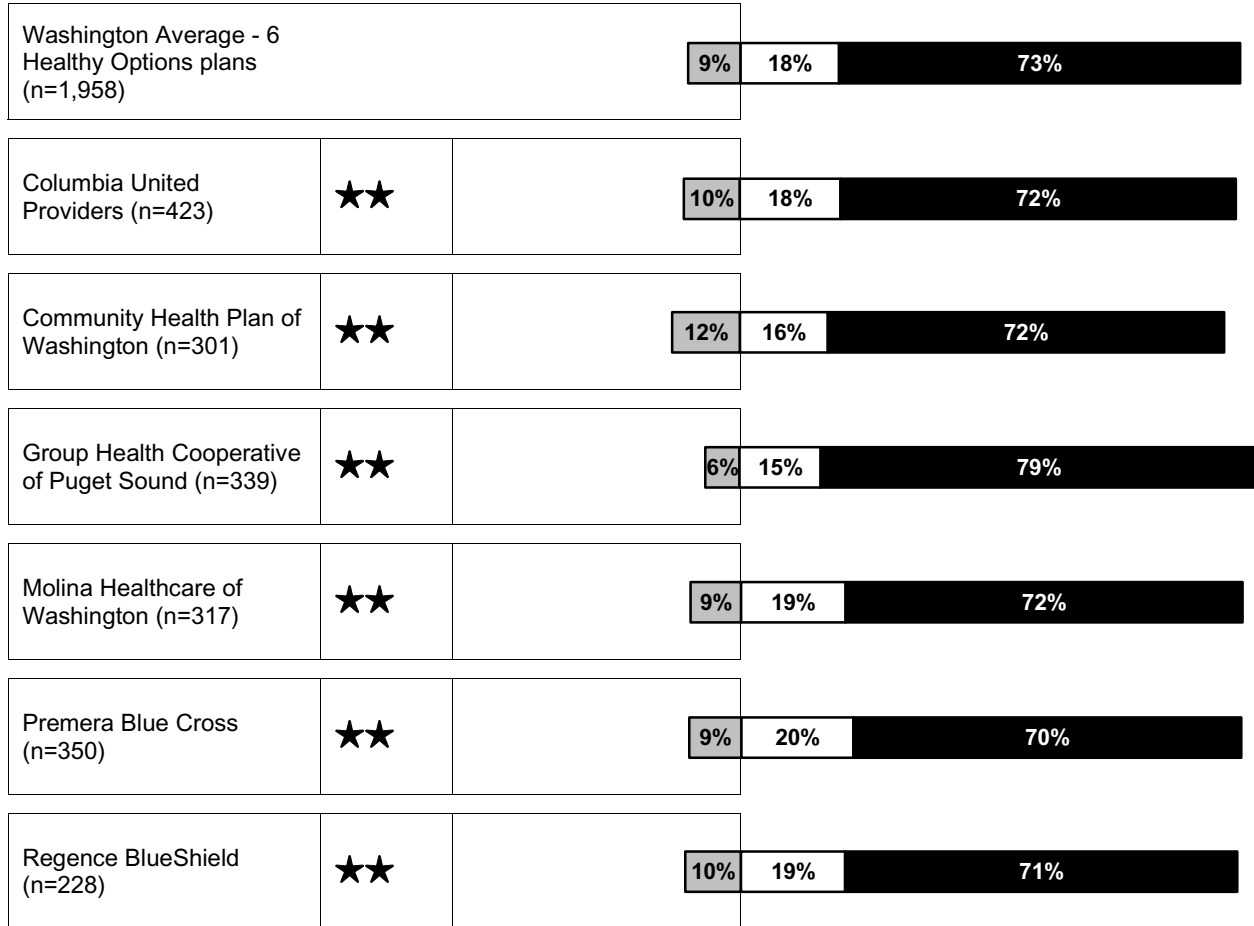
Healthy Options Children with Chronic Conditions

CAHPS® Questions

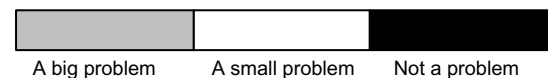
Question 7

Getting Needed Care

Q7. "Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



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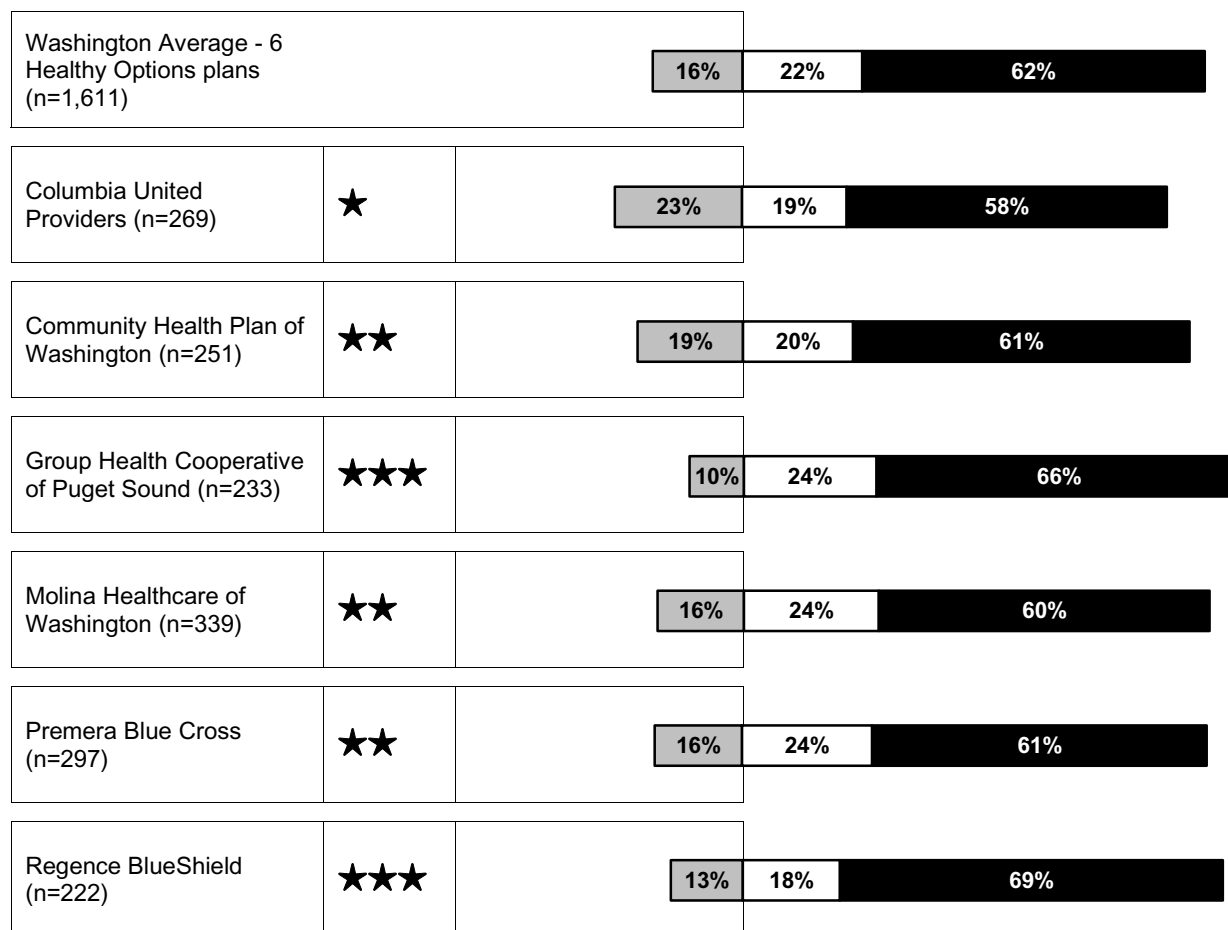
Healthy Options Children with Chronic Conditions

CAHPS® Questions

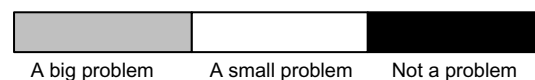
Question 13

Getting Needed Care

Q13. "In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?"



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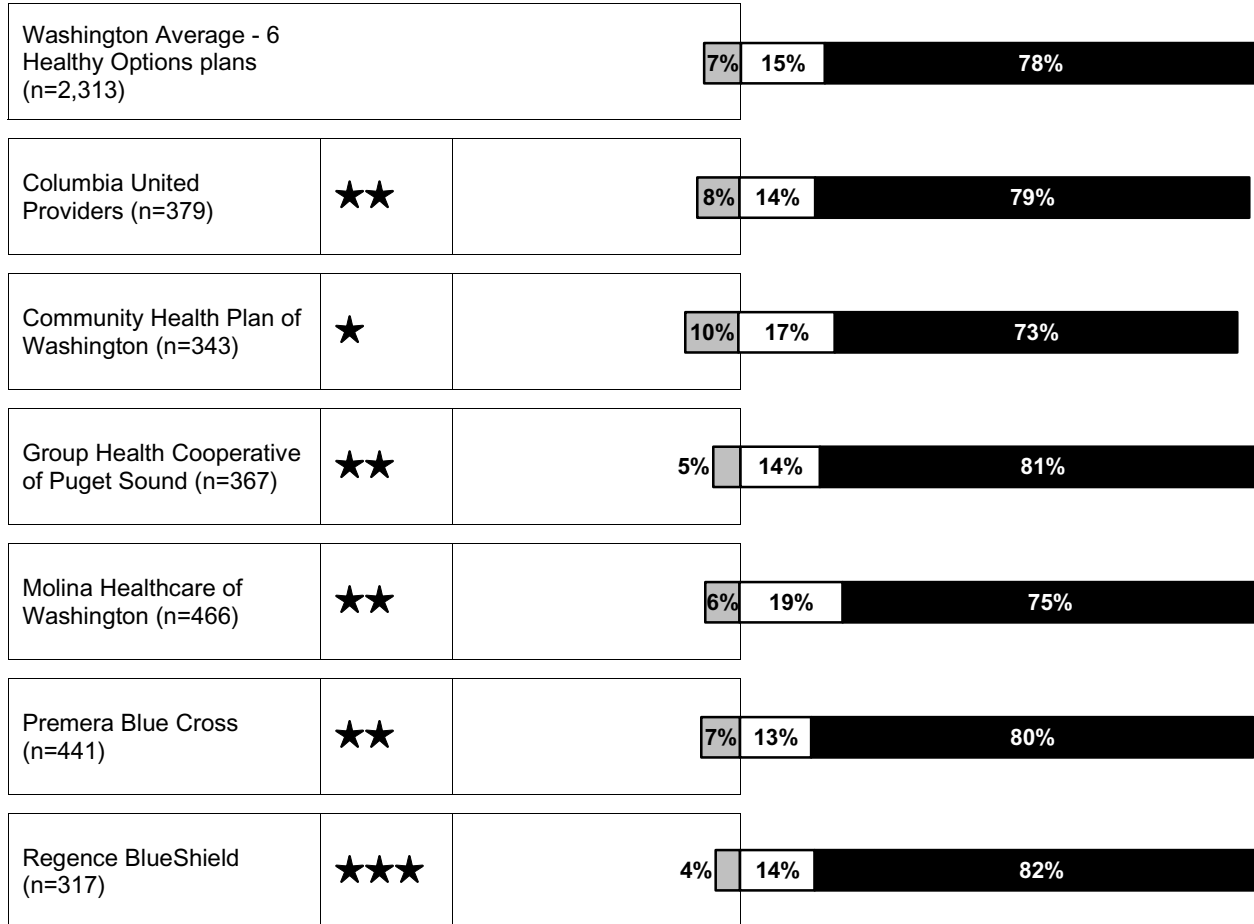
Healthy Options Children with Chronic Conditions

CAHPS® Questions

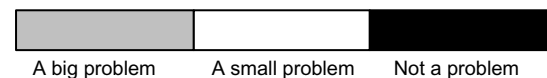
Question 28

Getting Needed Care

Q28. "In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?"



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★	Statistically worse than the Washington average of 6 Healthy Options plans



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Healthy Options Children with Chronic Conditions

CAHPS® Questions

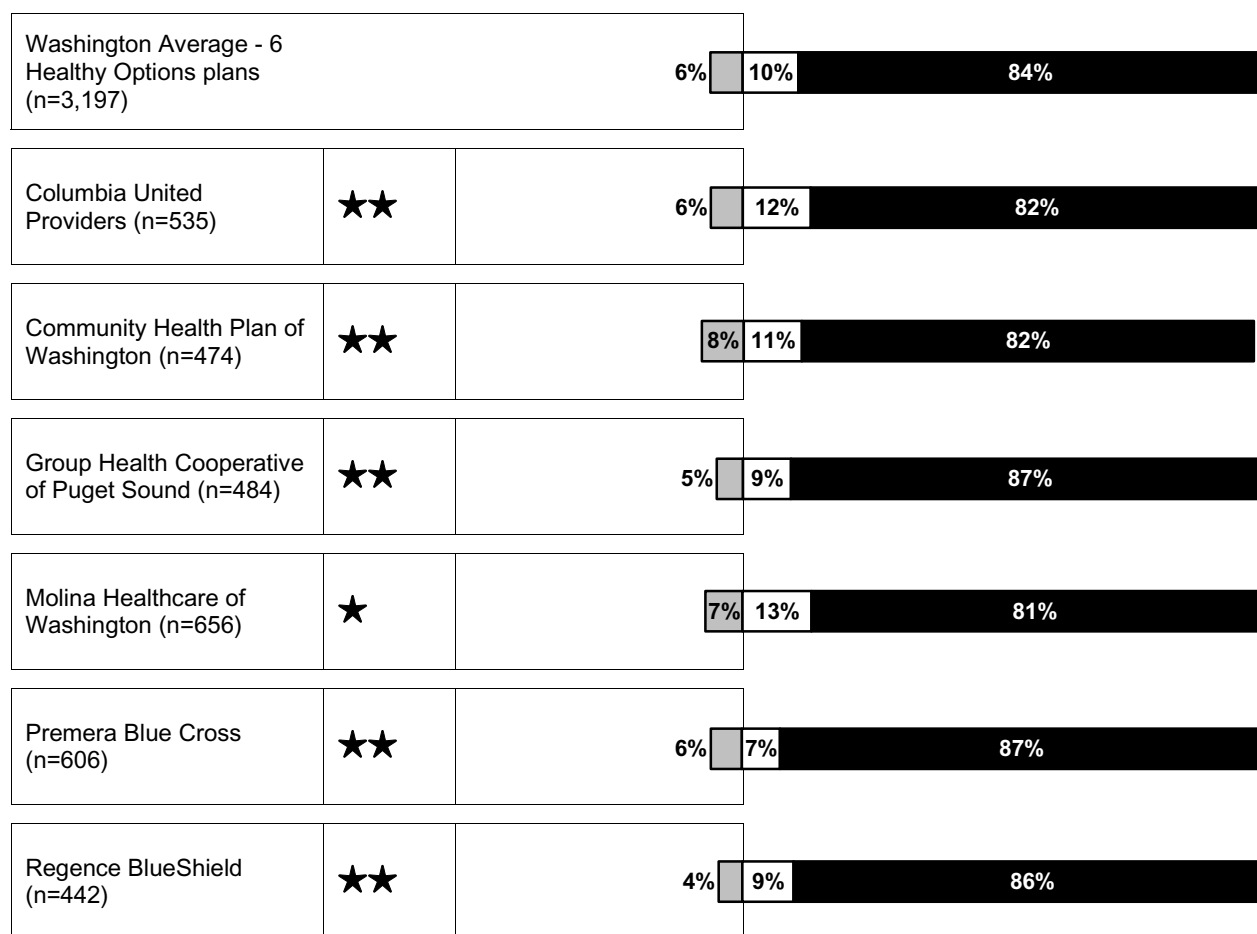
Questions 29 and 30

Getting Needed Care

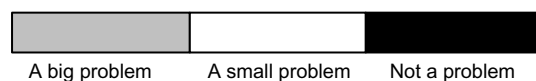
Q29 and Q30 are combined to create a single item:

Q29. "In the last 6 months, did you need approval from your child's health plan for any care, tests, or treatment? If a member responds with "No" to Q29, then this item is scored as "Not a problem." If a member responds with "Yes" to Q29, then the item is scored utilizing the response to Q30.

Q30. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?"



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